

In the Claims:

Cancel claims 3, 8 and 16, without prejudice.

Replace claims 1, 7, 9, 10 and 15 as follows:

1. A method of prioritizing calls connected to an automated telephone system comprising the steps of:

 connecting a plurality of calls to said automated telephone system;

 obtaining caller identifying information from each of said connected calls;

 placing each of said connected calls on hold;

 searching a customer database and identifying a customer database record corresponding to the caller identifying information obtained for each connected call;

 retrieving information from said identified customer database records that is relevant to call prioritization;

 creating a call record for each connected call, each call record including said caller identifying information and call priority data based upon said retrieved call prioritizing information;

 inserting each created call record into a hold queue;

and

directing a connected call to an available agent based on said call priority data; and

wherein said step of directing a connected call to direct to an available agent comprises displaying a list of call records stored in said hold queue, including said caller identifying information and said call priority data for each said connected call on at least one available agent display and manually selecting a connected call to direct to said available agent.

7. A hold queue prioritizing system comprising:

an automated telephone system;

a call receiver/director for connecting a plurality of calls to said automated telephone system;

a customer database including a plurality of database records, each database record including caller identifying information and information relevant to call prioritization;

a means for obtaining caller identifying information from each of said plurality of calls connected to said automated telephone system;

at least one hold queue coupled to said call receiver/director, said at least one hold queue for holding call records related to said plurality of connected calls;

1 a plurality of call center agent terminals coupled to said automated telephone system for handling said connected calls; and

2 a hold queue prioritizer responsive to said caller identifying information from each of said plurality of calls connected to said automated telephone system, for retrieving at least a portion of said call prioritizing information stored in each said database record corresponding to each connected call and for selecting a connected call to direct to an available agent responsive to said at least a portion of said call prioritizing information;

wherein said hold queue prioritizer comprises a hold queue call record display, displayed on at least one of said plurality of agent terminals, said call record display including caller identifying information and call prioritizing information for each call record in said hold queue and a means for manually directing a call to an available agent based on said displayed connected call information.

① 9. The hold queue prioritizing system as claimed in claim 7, wherein said displayed call prioritizing information comprises raw customer information retrieved from each said customer database record.

B.B. 10. The hold queue prioritizing system as claimed in claim 7, wherein said displayed prioritizing information comprises a call priority score derived by said hold queue prioritizer responsive to said call prioritizing information retrieved from each said customer database record.

① 15. A system for prioritizing calls on hold and connected to an automated telephone system comprising:

B.B. a call receiver/director for receiving a plurality of calls connected to said automated telephone system and for directing said plurality of connected calls to a plurality of agent terminals coupled to said call receiver/director;

a customer database, including customer database records including caller identifying information and call prioritizing information;

a hold queue prioritizer, coupled to said call

receiver/director, said hold queue prioritizer including:

a means for obtaining caller identifying information from each of said plurality of connected calls;
a means responsive to said obtained caller identifying information, for searching said customer database to identifying customer database records corresponding to said obtained caller identifying information for each of said plurality of connected calls, and retrieving said call prioritizing information from each of said identified customer database records;

a means for creating a call record for each of said plurality of connected calls, each call record including said caller identifying information and said call prioritizing information;

at least one hold queue, coupled to said call hold queue prioritizer for storing said created call records; and

a means for selecting a connected call to direct to an available agent based on said call prioritizing information;

wherein said means for selecting a call to direct to an available agent comprises an on hold call record display for

In re: Gene W. Lee
Filed: December 2, 1998
Serial No.: 09/203,965
Page 7

D
BY

displaying said plurality of call records stored in said hold queue, said displayed call records including caller identifying information and call prioritizing information and a means for allowing an available agent to manually select a connected call to direct to said available agent based on said displayed call prioritizing information.
